

# VSbulletin

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## VSbulletin – COVID-19 All of the latest news on our travel policies and schedule UPDATE 2

Following the rapid acceleration of Covid-19 and extensive travel restrictions, coupled with a sharp drop in customer demand, Virgin Atlantic will gradually reduce its flying programme to operate a fleet of six aircraft for commercial and cargo services by Thursday 26th March.

In order to operate the fleet most efficiently, all of our remaining Virgin Atlantic flights will now operate out of London Heathrow Airport.

We'd like to apologise for any inconvenience caused by these changes. The safety and wellbeing of our people and our customers is always our number one priority and all actions taken are guided by the World Health Organization (WHO), Public Health England and the Foreign and Commonwealth Office (FCO).

As of 16.30 on Tuesday 24 March 2020, our schedule to 12 April 2020 is planned as below but this is subject to change without notice.



			25 March	26 March	27 March	28 March	29 March	30 March	31 March	1 April	
LHR	LAX	VS23	Op								
	JFK	VS3	Op								
	JFK	VS137	Op	No-op							
	ATL	VS103	Op	No-op							
	HKG	VS206	No-Op	Op	Op	Op	No-op	Op	No-op	Op	
	JNB	VS449	No-op								
	ANU	VS133	Op	Op	Op	Op	No-op				
	HAV	VS147		Op	No-op						



			2 April	3 April	4 April	5 April	6 April	7 April	8 April	9 April
LHR	LAX	VS23	Op							
	JFK	VS3	Op							
	JFK	VS137	No-op							
	ATL	VS103	No-op							
	HKG	VS206	No-Op	Op	No-op	Op	No-op	Op	No-op	Op
	JNB	VS449	No-op							
	ANU	VS133	No-op							
	HAV	VS147	No-op							

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			10 April	11 April	12 April
LHR	LAX	VS23	Op		
	JFK	VS3	Op		
	JFK	VS137	No-op		
	ATL	VS103	No-op		
	HKG	VS206	No-op	Op	No-op
	JNB	VS449	No-op		
	ANU	VS133	No-op		
	HAV	VS147	No-op		



			25 March	26 March	27 March	28 March	29 March	30 March	31 March	1 April
LAX	LHR	VS24	Op							
JFK		VS4	Op	No-op						
JFK		VS10	No-op	Op						
JFK		VS46	Op	No-op						
ATL		VS104	Op	No-op						
HKG		VS206	Op	No-op	Op			No-op	Op	No-op
JNB		VS450	Op	No-op						
ANU		VS134	No-op	Op			No-op			
HAV		VS148	No-op	Op	No-op					



			2 April	3 April	4 April	5 April	6 April	7 April	8 April	9 April	
LAX	LHR	VS24	Op								
JFK		VS4	No-op								
JFK		VS10	Op								
JFK		VS46	No-op								
ATL		VS104	No-op								
HKG		VS207	Op	No-op	Op	No-op	Op	No-op	Op	No-op	
JNB		VS450	No-op								
ANU		VS134	No-op								
HAV		VS148	No-op								


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			10 April	11 April	12 April
LAX	LHR	VS24			
JFK		VS4	No-op		
JFK		VS10	Op		
JFK		VS46	No-op		
ATL		VS104	No-op		
HKG		VS207	Op	No-op	Op
JNB		VS450	No-op		
ANU		VS134	No-op		
HAV		VS148	No-op		

We operate from Terminal 3 at London Heathrow airport.

Since our schedule is being updated frequently we urge all customers to check the [status of their flight](#)

**Customers who are mid-trip** away from home and who are **not being supported by you** should fill out our [away from home form](#) and we will be in touch with them directly with options.

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**Customers whose flights are cancelled** will be contacted directly with an alternative option as long as we have contact information included in the PNR.

Alternatively, please continue to make arrangements for your customers rebooking them in line with the applicable [VSbulletin](#)

**Ticket originally issued on or before 19 March 2020 for original dates of travel up to and including 31 May 2020**, rebook with no change fee to 30 June 2020 with no fare difference or 30 April 2021 with fare difference.

[VSbulletin Covid19 - Flexibility for customers with tickets issued on or before 19 March 2020 UPDATE 4](#)

**Ticket originally issued on or after 12 March 2020 and on or before 31 March 2020, for original dates of travel up to and including 30 November 2020**, rebook with no change fee to 30 April 2021

[VSbulletin Covid19 – Flexibility for customers with tickets issued 12-31 March 2020 UPDATE 2](#)

As a result of the Government restrictions in place, we have taken the decision to temporarily suspend our services between London Heathrow and Tel Aviv.

We are offering customers booked to travel on or after 10 March 2020, options to rebook extended to 13 April 2020.

[VSbulletin COVID19 - Suspension of our Tel Aviv service UPDATE 2](#)

Virgin Atlantic's new London Heathrow - São Paulo service, due to commence on 29 March 2020, has been deferred, with services now beginning from 5 October 2020.

We are offering customers on VS tickets issued by 5 March 2020 options to rebook.

[VSbulletin COVID-19 - Sao Paulo new launch date](#)

If you have any questions about this, please contact Sales Support at [sales.support@fly.virgin.com](mailto:sales.support@fly.virgin.com) or on +44 344 2097705.

For all other VSbulletin information, please visit

<https://www.vsflyinghub.com/en/vsbulletin>

For DL ticketed customers please contact UK Delta Sales Support on 0800 783 0747 or Email [SalesSupport.uk@delta.com](mailto:SalesSupport.uk@delta.com)

For Delta's up to date information please visit Delta Pro:

<https://pro.delta.com/content/agency/gb/en/home.html>